



UNJSPF

United Nations Joint
Staff Pension Fund

UNJSPF PENSION TOWNHALL

Please carefully read through the following guidance which will help you prepare in advance of the virtual UNJSPF Pension Townhall.

The upcoming UN Pension Fund presentation will provide you with an in-depth understanding of pension related matters and help with your financial planning as well as preparation for separation and retirement. These pension briefings are highly relevant for all staff who are UNJSPF participants.

The virtual briefing will be given by a representative from the Fund's Client Services and Outreach Section (CSOS). The webinar will provide an overview of pension related topics key for you to understand matters relating to your UNJSPF participation, your future benefit options, key factors impacting entitlements from the Fund, including disability and survivor's entitlements, etc.), as well as practical guidance on the steps of the separation process, and how to access important tools and functionalities inside your own UNJSPF Member Self Service (MSS) portal (e.g., your annual Pension Statement, running and reading estimates of future entitlements, etc).

In preparation for this UNJSPF webinar and for maximum benefit, we strongly encourage you to visit your UNJSPF Member Self Service (MSS) portal on the Fund's website to print your most recent 2019 Pension Statement (under the DOCUMENTS tab), as well as run your own estimate (or several) for potential future separation date(s) (under the ESTIMATE tab; the PDF of the estimate will then be available for view and printing under the DOCUMENTS tab). We suggest that you have these documents and your most recent salary slip handy during the presentation, to maximize the benefit of your attendance. For detailed guidance on how to access MSS and obtain the documents in question, please keep reading.

REGISTERING FOR MEMBER SELF-SERVICE

Before the webinar, every UNJSPF member should register for and log into their **Member Self Service (MSS)**. To access the UNJSPF MSS webpage click here: <https://www.unjspf.org/member-self-service/>.

To register for MSS, you need your NAME and DATE OF BIRTH as recorded in your organization's and UNJSPF records, as well as your nine-digit Unique ID number (UID). If you don't know your UID, you can contact the Fund from your official work email address, at RequestUIDOnly@unjspf.org, and they will respond usually within 1 business day with the UID number. If at any point you encounter any technical difficulties with MSS, you can contact the Fund's MSS Support team at MSSSupport@unjspf.org, and they will assist you by sending you a response email, usually within 1 to 3 business days.

As part of your MSS registration you will be requested to create your own Username and Password and to select and answer a set of security questions. Make sure to note all this information down somewhere secure so that you can refer to it in the future.

You will also be requested to provide an email address as part of your registration; you should use a personal email address to ensure that it remains valid after your separation from service so that you maintain your continued access to UNJSPF MSS.

ABOUT MEMBER SELF-SERVICE

MSS is an extremely useful tool of which you should make regular use. In MSS you should:

- **Check your more recent annual Pension Statement** under the **DOCUMENTS** tab to confirm all your personal details and pension status are correct. If you note a discrepancy, immediately inform your HR Office so they can help you address it. Pension Statements are published every year by the end of May providing UNJSPF data up to the end of the most recent prior calendar year. The most recent annual Pension Statement currently available is that providing your status with the UNJSPF up to year end 2019.
- **Run your estimate of future entitlements** under the **ESTIMATES** tab by entering a future separation date; hit 'submit', wait till the little wheel on the top of the page stopped turning which means your estimate is now ready for view as a PDF document under the DOCUMENTS tab. The estimate will provide you with your benefit options based on the

date of separation you entered.

- **MSS provides access to many other useful tools**, including a separation documentation tracking tool, all of which will be explained during the briefing.

Of course, all the above and much more will be explained during the Pension webinar.

CONTACTING THE FUND

If you are not available on the day of the Pension webinar, remember that you can always reach the Pension Fund by submitting your queries through the online Contact Form or you can call our Client Services Call Center (07:00AM to 07:00PM NY hours every workday); all contact details are provided on the UNJSPF website under the Contact Us page <https://www.unjspf.org/contact-us/>. Please check out our 68 toll-free and local numbers by referring to the list on our website.

Best regards,
Your UN Pension Fund (UNJSPF)